

Position Description – Philanthropy Coordinator

Position: Philanthropy Coordinator

Status: Full time

Accountable to: Philanthropy and Communications Manager

Location: Mary's House Services office locations, North Sydney, and community locations as needed

Primary Purpose

Joining a growing team, the Philanthropy Coordinator supports the Philanthropy and Communications Manager with the coordination and delivery of fundraising appeals, donor and supporter communications, donor engagement and stewardship, prospect research, and associated administration.

The Coordinator contributes to positive and enduring relationships with supporters, including regular donors, appeal donors and online donors, and helps ensure fundraising activity is coordinated and supporters receive timely, meaningful and professional communications.

The Coordinator also provides defined support to the Philanthropy Director for grant applications, grant acquittals, prospect research, donor and funder materials, and external presentations.

Position in Context

- Reporting to the Philanthropy and Communications Manager
- Part of a growing team, currently six members, overseen by the Philanthropy Director
- The Manager sets day-to-day priorities for the Coordinator
- Provides agreed support to the Director for grants, research, acquittals and external presentations, retaining a formal reporting line to the Manager.
- Works collaboratively with the Community Engagement Coordinator, who has primary responsibility for event and community fundraising, while providing fundraising communications, supporter engagement and practical event support where agreed.
- Occasional evening or weekend work may be required for events and supporter activities; time in lieu is offered.
- All team members are expected to “pitch in” and provide practical support when required.

Responsibilities

Appeals and Campaigns

- Coordinate and support fundraising appeals and campaigns, including the End of Financial Year Appeal, Christmas Appeal and other campaigns as developed.
- Support the preparation, production and distribution of appeal materials and communications.

- Coordinate timelines, approvals, supporter lists and campaign administration as directed by the Manager.
- Assist with campaign reporting and evaluation.

Fundraising Communications

- Support the development and delivery of fundraising communications across traditional, digital and social media channels, including print materials, donor letters, newsletters, email communications, website content, fundraising webpages and social media content.
- Assist with donor communications, supporter updates, impact stories and stewardship materials.
- Coordinate fundraising communications schedules, production timelines and content requirements as directed by the Manager.
- Develop and maintain fundraising collateral and communications resources in collaboration with the Manager

Donor Stewardship and Supporter Engagement

- Support relationships with regular donors, appeal donors, online donors and other supporters.
- Coordinate donor acknowledgements, stewardship activities and supporter communications.
- Respond to supporter enquiries in a timely and professional manner.
- Work with the database and donor care team members to maintain accurate supporter records.

Prospect Research

- Conduct research on prospective donors, trusts, foundations, corporate supporters and funding opportunities.
- Prepare prospect profiles, briefing materials and research summaries for fundraising team members.

Philanthropy Director Defined Support

- Provide support for grant applications, grant acquittals and external presentations.
- Research grant and funding opportunities and coordinate information required for submissions.
- Prepare briefing materials and supporting documentation for external presentations.
- Maintain related records about deadlines, funding opportunities and reporting obligations.

In-house Events

- Support major in-house fundraising events alongside the whole team, including the Mary's House Walk, and gala lunches or dinners, under the direction of the Philanthropy and Communications Manager.

- Provide practical and administrative support before, during and after events where required.

Collaboration and Team Contribution

- Work collaboratively with the team and colleagues across the organisation to achieve fundraising objectives.
- Contribute to a positive fundraising culture, team planning and continuous improvement.
- Undertake other duties consistent with the position.

Key External Relationships

- Donors and supporters
- Prospective donors
- Trusts, foundations and philanthropic funders
- Corporate supporters and sponsors
- Volunteers and event participants
- External suppliers and fundraising service providers

Essential Experience, Skills and Qualifications

- Relevant experience in fundraising, philanthropy, donor relations, communications, marketing, stakeholder engagement, grants administration or related fields.
- Demonstrated ability to coordinate projects or campaigns involving multiple tasks, stakeholders and deadlines.
- Strong written communication, editing and proofreading skills.
- Strong research skills and the ability to organise and present information clearly and accurately.
- Excellent interpersonal and relationship-building skills and a commitment to positive supporter experiences.
- Strong administration, organisation, time management and attention to detail.
- Ability to manage competing priorities, work collaboratively and take responsibility for allocated tasks.
- Experience using a CRM, supporter database or similar system.
- Proficiency in Microsoft Office Adobe PDFs, email marketing systems, website content management systems, social media platforms and digital design tools, with the ability to learn new technology quickly.
- Discretion and sound judgement when handling confidential donor and prospect information.
- Affinity with Mary's House Services' values: championing gender equality, celebrating diversity and advocating for everyone's right to live in safety, with respect, empathy, kindness and choice at the heart of our work.

Desirable Experience, Skills and Qualifications

- Experience supporting fundraising appeals, donor communications or stewardship activities.
- Experience conducting prospect research or supporting major donor, trust, foundation or corporate engagement.
- Experience contributing to grant applications, acquittals or impact reports.
- Understanding of fundraising principles, donor stewardship and the Australian philanthropic landscape.
- Experience using fundraising, email marketing or digital campaign platforms.
- Experience in a not-for-profit or community-based organisation.
- Relevant tertiary or other qualifications in fundraising, communications, marketing, business, nonprofit management or a related field.

Essential Attributes

- Working with Children Check and National Criminal Record Check.
- Willingness to work outside normal business hours occasionally, with reasonable time in lieu.
- Commitment to confidentiality, respectful donor care and a collaborative team culture.

Key Performance Indicators

- Appeals and campaigns are coordinated effectively and within agreed timelines.
- Fundraising communications are accurate, timely, audience-focused and of a high standard across traditional, digital and social media channels.
- Donor stewardship and supporter enquiries are managed professionally and promptly.
- Prospect research and grants support are accurate, useful and delivered within agreed deadlines.
- Supporter and fundraising records are maintained accurately.
- Targets for revenue and income generation associated with the role are met.
- Positive feedback is received from donors, supporters, stakeholders and colleagues.
- Effective collaboration across the Philanthropy and Communications team.

Employee Value Proposition

When you work at Mary's House Services:

- you play an important role in addressing a national crisis; your work supports women and their children to live free from domestic and family violence,
- you work with colleagues who champion gender equality, celebrate diversity and advocate for everyone's right to live in safety,
- at the heart of your work are respect, empathy, kindness, and giving people control over their choices,
- your wellbeing at work is always a priority; frontline workers are provided with individual supervision, and

- you are paid fairly, provided with above-award leave benefits, and you can salary-package, further increasing your take-home pay.

Commitment to Child Safety

At Mary's House Services, every child has the right to be safe and feel safe. We commit to the safety and wellbeing of every child we engage with and every child in our care. As a child-safe organisation, we educate everyone involved in our organisation about what it means to be a child-safe organisation, so that we can prevent, detect, and effectively respond to child abuse. We ensure everyone involved in our organisation knows how to appropriately respond to complaints, allegations, disclosures, and breaches of our Child Safe Code of Conduct.